

**Neeley, Nick**

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**From:** Jeffrey Zajac <jzajac26@comcast.net>  
**Sent:** Monday, March 14, 2016 12:01 PM  
**To:** tratestimony  
**Cc:** zRepresentative Noreen Kokoruda  
**Subject:** DMV efficiency

I went to the DMV just on Saturday 3/5 – I went to Wethersfield office. I arrived at 7:58 am and the line was literally all the outside to the parking lot. I then got in my car and went to the New Britain branch and the line was out the door there as well.

It took 4 hours in line to simply do a family transfer of registration.

Improvements in 2016 should include much more in regard to online capability. I actually worked for the STATE of CT DRS in the mid 80's to early 90's and had lots of exposure to DMV systems in the role I had as a technical analyst.

Not much improvement has been made since then and I do not think the state has even come close to exploiting what online services could offer...